

**Agent Not Paid**

**\$ 222.57;**

**Customer 3014525288, Order written 12/20/95, Confirmed  
Back to Agent 2/14/96; MCI Gained Revenue of \$ 107.87;**

**Case:**

**Customer 3027986582, Order written 12/14/95, Confirmed  
Back to Agent 1/16/96; MCI Gained Revenue of**

Agent Not Paid

\$ 381.60

Customer 7183981534, Order written 6/12/95, Confirmed  
Back to Agent 6/22/95; MCI Gained Revenue of

Agent Not Paid

Case

Customer 7183981534, Order written 6/12/95, Confirmed  
Back to Agent 6/22/95; MCI Gained Revenue of

Agent Not Paid



**LOST  
REVENUE TO  
MCI & AGENT**

**Apparent Billing And Service Errors  
Agent And Customers Discover  
Apparently Undiscovered**

**MCI**

**Agents Charge Billing Errors**

**Overcharges**

**Full Investigation of Agent Customers Will Likely  
Produce Many More Cases of Customers With Valid  
Claims For Overcharges, Missed Discounts And Missed  
Services**

**Case Examples Follow**

**Agent Submitted Order**

**For World Wide Plan MCI**

**Confirmed Order**

**Reviewed Invoice, Discovering World Wide**

**Fares Not Applied**

**DELETED**

**for Customer Caribbean Pacific**

**to Agent on 10/16/95; Agent and Customer,**

**; MCI Notified And Did Not**

**Dispute Error;**

**AT&T Invoice Shows Customer 800 Billed \$747.42 for  
one Month;**

**Agent Submitted Order**

**For World Wide Plan MCI**

**Confirmed Order**

**Determined That Customer Not Receiving World  
Wide Rates**

**Customer Agent Found Customer Was Not Correctly  
; MCI Subsequently Agreed to Onset Overbilling;  
Customer Canceled Service Revenue Lost To MCI**

**LOST CUSTOMER DISCOUNTS**

**for Customer GETEC (Ousama Khouli)**  
**in Batch #4-29-96N ;**  
**to Agent on 5/10/96; June 96, Agent Working with Customer,**  
**; MCI**  
**Notified And Did Not Dispute Error**

## instances of Late Order Confirmation Analyses of late Order Confirmations

E-Mails Notifying MCI of delays

- Problem: Identifying service delays from customers
- Processing: Identifying service delays and their impact on them
- Sample of processed

Agent Large

Customer BOC Invoices

Customer Invoices

Customers Who Were Apparently

- Emails Suggesting

to Customer

## **Commission Misrepresentation**

**Recurring Usage  
of Each Customer**

**Taxes and to be deducted from  
Commissionable Revenue**

- **Commissions are**  
**applicable Month.**
- **Although Customers are not to be Stolen,**



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**Commission Systems have  
Inadequately Accounted For, Reported, Paid and Reconciled  
Corrections**

**Account For:**

- **Failure to Account for Revenues of All Customers  
Apparently Stolen or Otherwise Due to Agent**
- **Commission Revenue Days Lost Resulting From  
late Order Processing**
- **Establishment of Vision Commission**

**and deny**

**Commissions due to Agent**

**Reporting:**

- **as  
required by agreement, instead of net amount**

**misrepresenting Revenue Due Agent  
did not disclose the deductions**

**keeping from**

**view the Improper Deductions**

**Applied to Agent**

**Pay:**

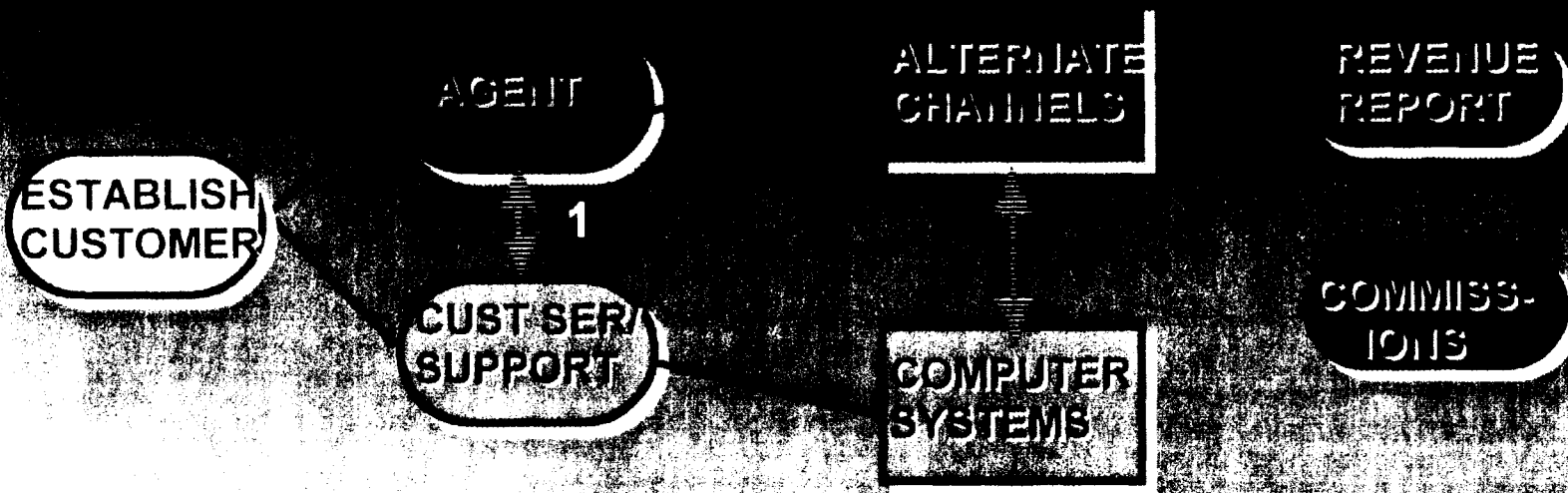
- **and**
- **other Excludable Charges to Agent Commissions**
- **due to Agent**
- **Apparent Deliberate**
- **as to the Commission**
- **Due to the Agent on apparent Stolen Customer**
- **due to Agent on Stolen**
- **Customers**

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## **Unwarranted Ramp Penalties are Being Imposed**

### **Reconcile and Correct**

- **and Commissions**  
**after Notification**
- \* **processing True Ups**
- \* **Calculations, which included**  
**of Customer Taxes, and**  
**other Excludable Charges to Agent Commissions**



1

for Large Agent Customers is

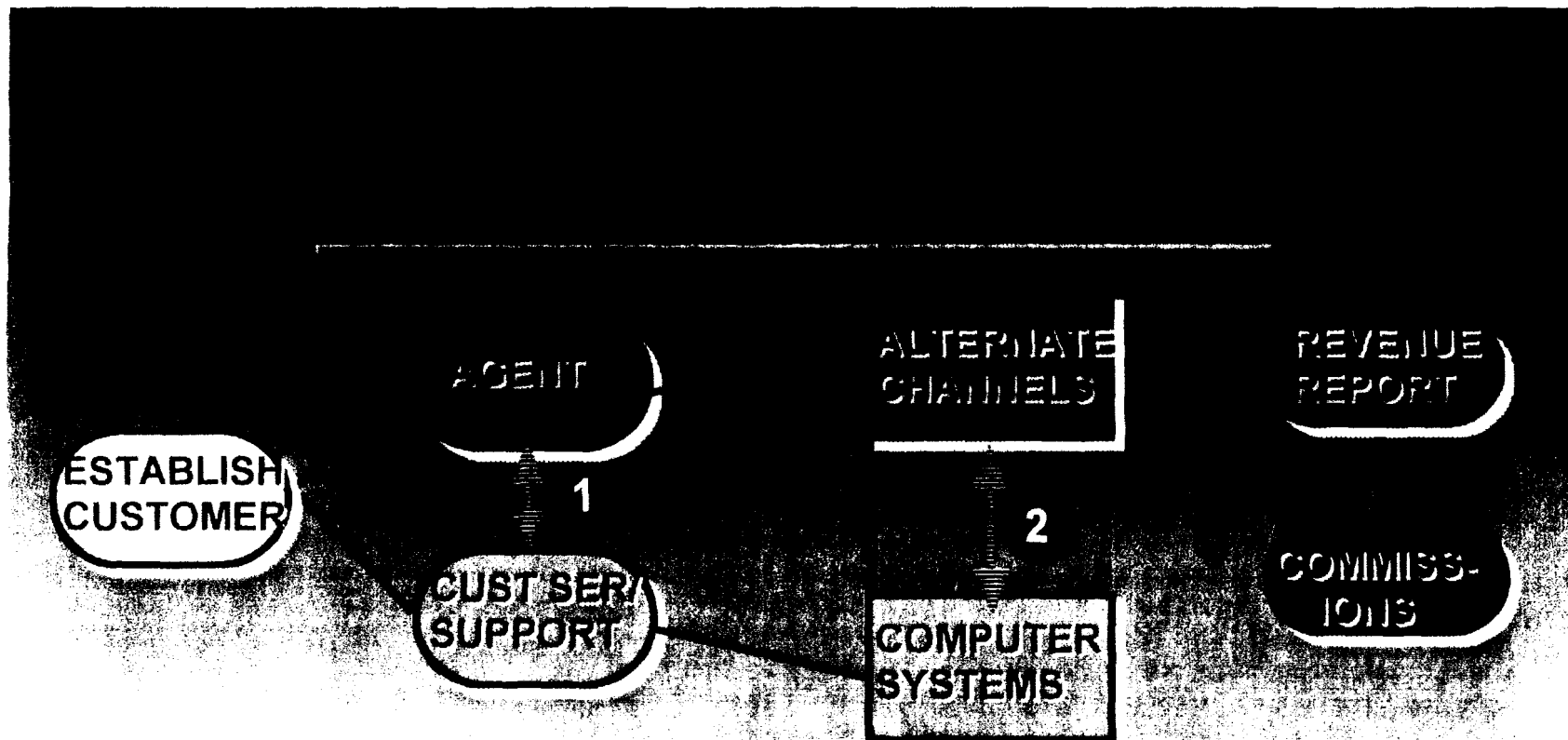
MCI

nor 24 Hr.

availability

to these Customers;  
to fully support

large customers

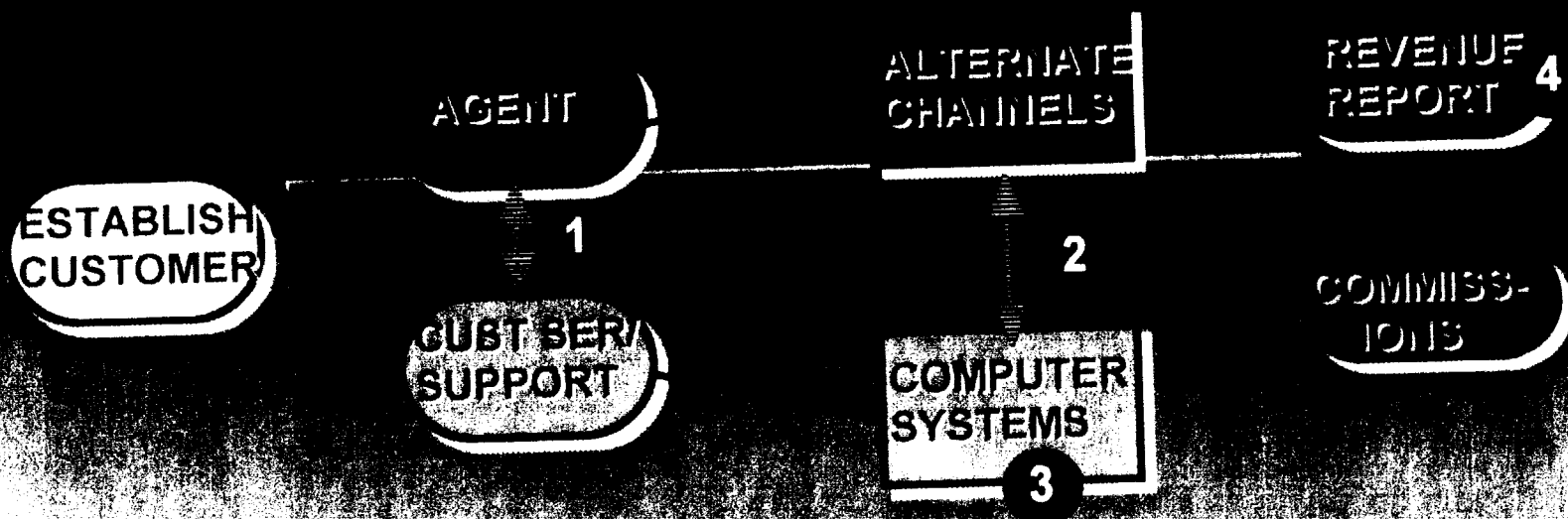


**2**

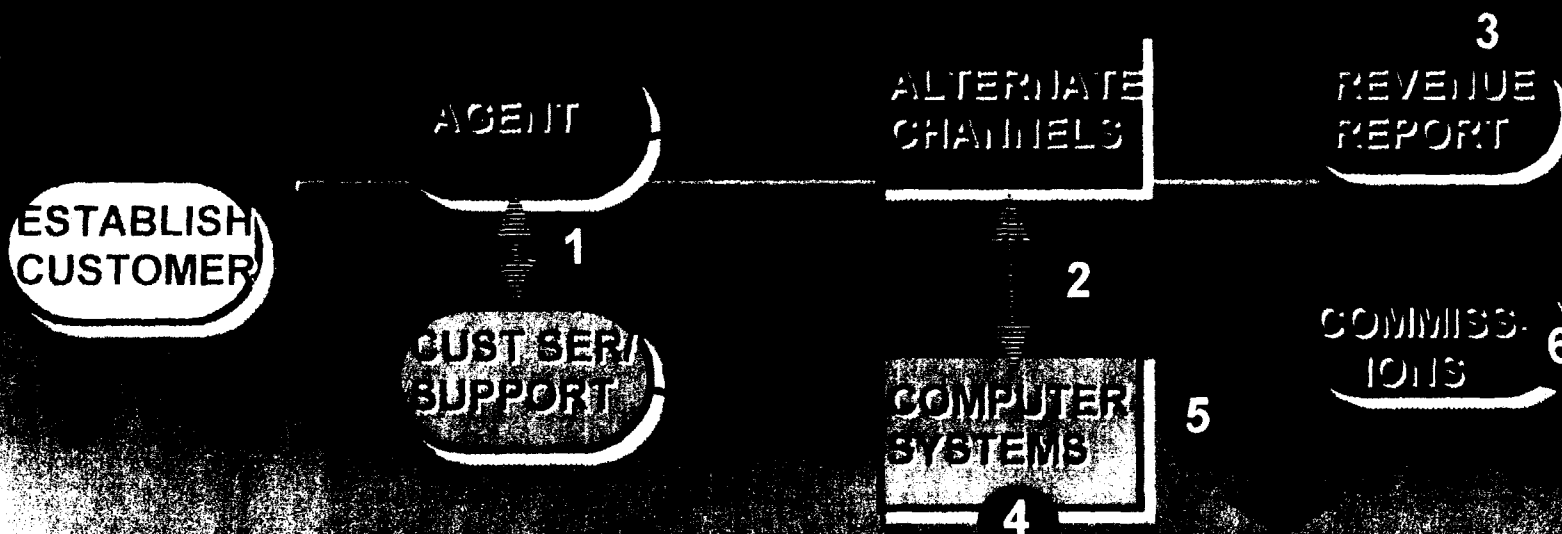
**As of 1/1/94**

**Management**

- \* Preferred continued to be Reported on Mega (Corp ID Equivalent)
- \* Instead, Each Vision Sub Account (service) is Reported individually



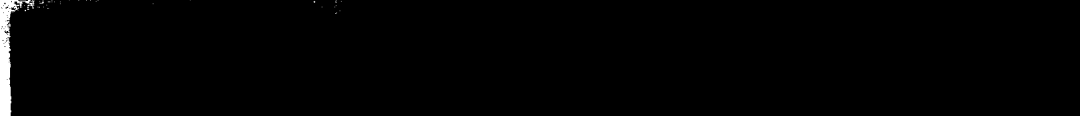
- 3** MCI Identify or Agent's  
through other Support Points
- MCI in MCI Computer
- 4** When Agent discovers old Unpaid Accounts, MCI  
or will pay commissions  
only as of date submitted;  
in this manner



- 5 The Consequence is that new business revenue is systematically diverted from Agent; however old canceled accounts and credits are applied, further depressing Agent revenue
- 6 This practice pits the Agent need to service and retain its Customer against the penalty of losing revenue  
Further this practice appears to consciously  
, causing the  
and ultimate

## *Agent Billing Services '93-'96*

No. Customer

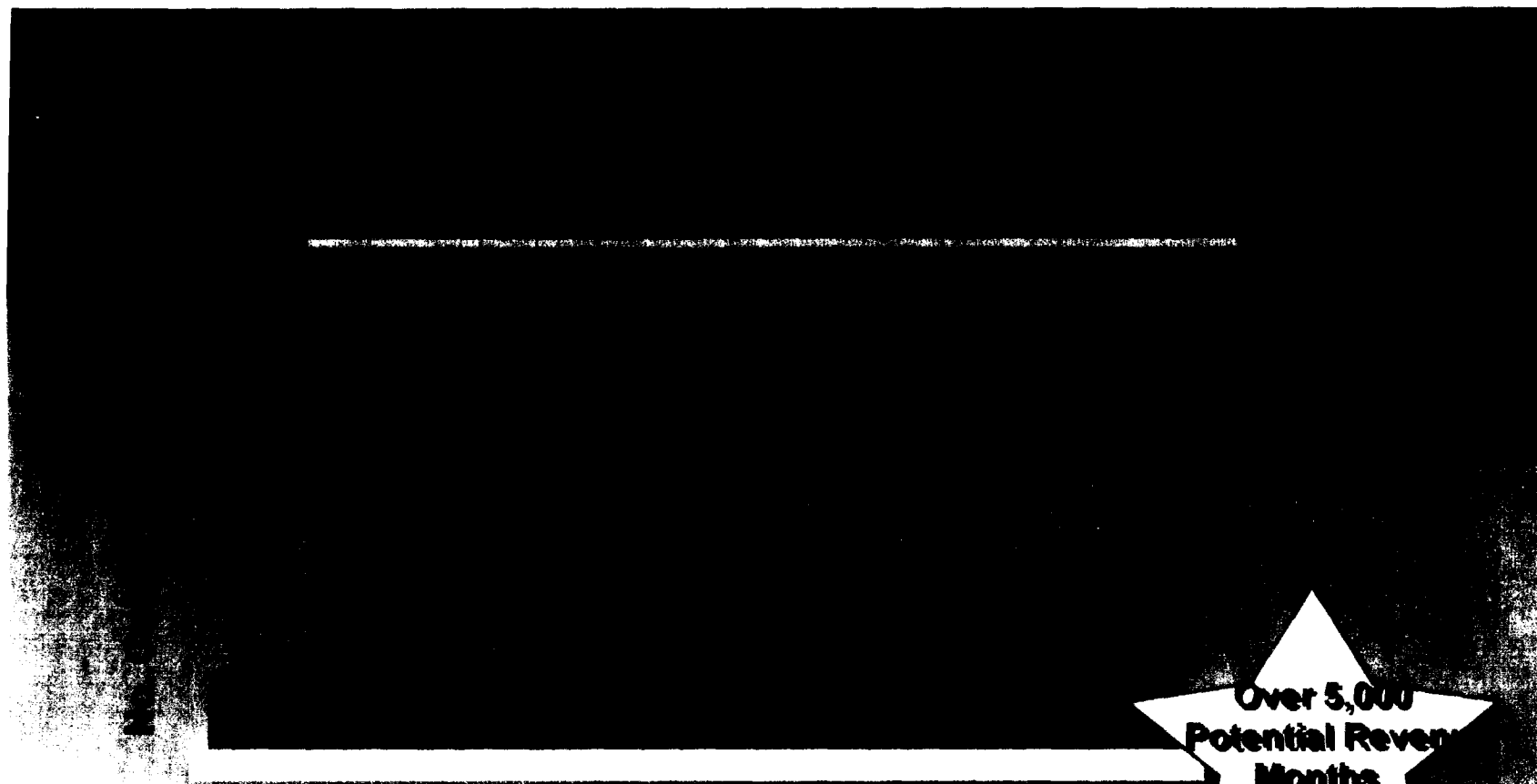


Commission Report

■ BILLING

**The Injury of These Apparent Actions Have  
Been to Distort True Agent Performance**

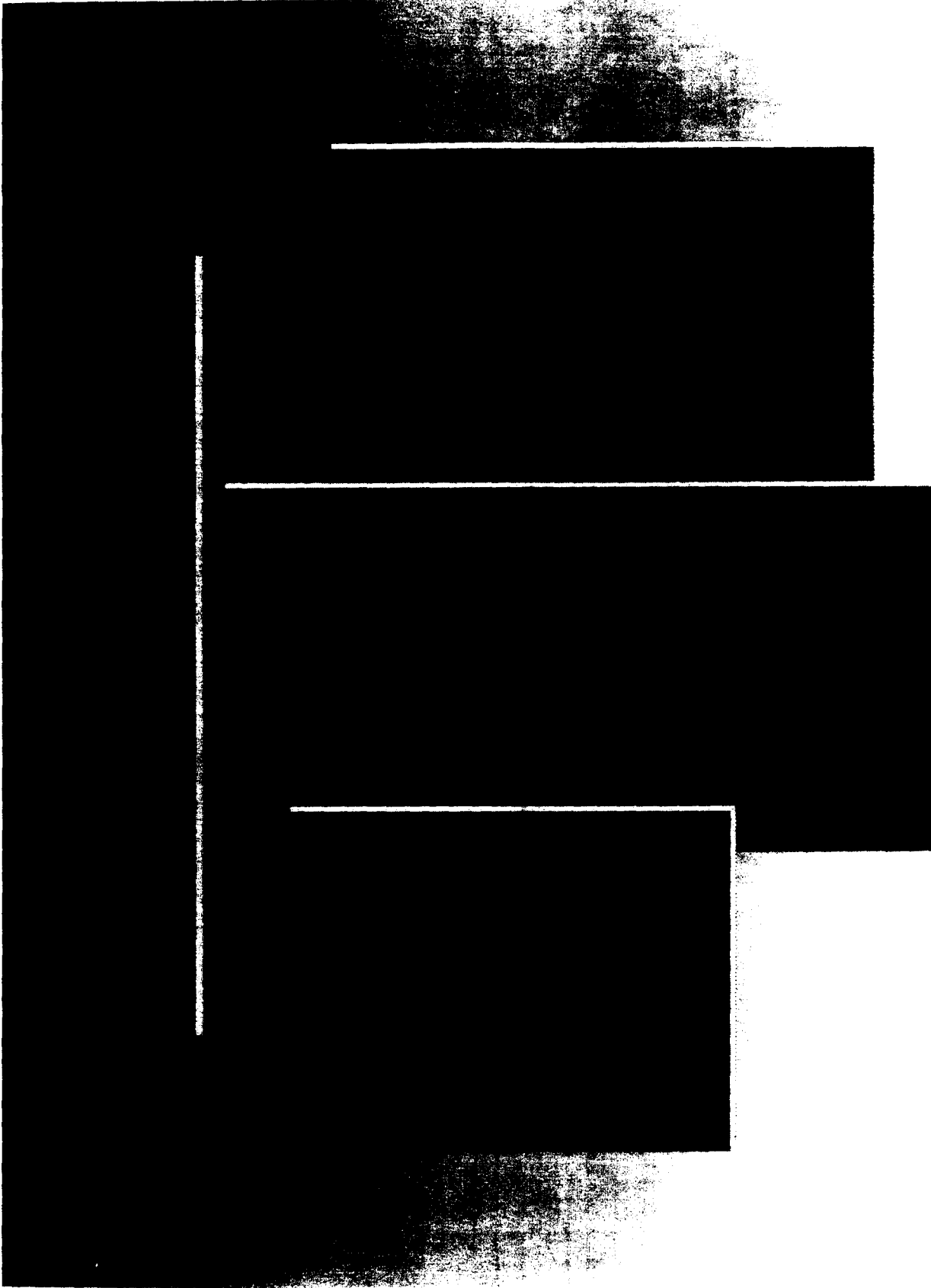




**Over 5,000  
Potential Revenue  
Months  
Unreported**

■ BILLING ■ UNREPORTED

**The Apparent  
Stolen And Underreported Revenue Misrepresents The Ramp And  
Caused Improper Imposition of Ramp Penalties By MCI**



## Overall Summary Of Location Charges

BARNEYS PUMP INC.

P O BOX 3529

LAKELAND, FL 33802

CUSTOMER NUMBER 99085754

BILLING PERIOD 06/15/95 THROUGH 07/14/95

INVOICE NUMBER 74467999

INVOICE DATE 07/25/95

PAGE NUMBER 5

ACCOUNT NAME			PREDISCOUNTED	OTHER			TOTAL
ACCOUNT NUMBER	CALLS	MINUTES	USAGE	LOCATION	DISCOUNTS*	TAXES**	CHARGES
			CHARGES	CHARGES			
A. B. CURLS							
✓ 4D046955	410	1,234.5	\$271.77	\$1.59CR	\$45.85CR	\$35.40	\$259.73
BARNEY'S PUMPS							
<u>N0913462</u>	27	126.3	29.55	370.42	14.81CR	40.69	425.85
BARNEY'S PUMPS							
<u>N0913466</u>	237	824.1	190.25	18.46	39.00CR	32.01	201.72
BARNEY'S PUMPS INC.							
✓ 4D046954	3,393	7,471.1	1,534.57	7,210.60CR	273.83CR	4.55	3,945.31CR
BARNEYS PUMPS INC.							
✓ 4D046957	984	2,505.5	583.79	5.01CR	109.78CR	58.51	527.51
✓ BARNEYS PUMPS INC.							
4D046960	280	1,159.5	462.35	4.04CR	85.94CR	64.67	437.04
BARNEYS PUMPS INC.							
✓ 99085754	0	0.0	0.00	50.00	0.00	6.32	56.32
TOTAL	5,331	13,321.0	\$3,072.28	\$6,782.36CR	\$569.21CR	\$242.15	\$4,037.14CR

\*Discounts include Volume Discounts, Optimizer Discounts, Vision VIP Discounts and other discounts, if applicable.

\*\*Taxes include tax credits associated with Volume Discounts, Optimizer Discounts, Vision VIP Discounts and other discounts, if applicable.

Note: Total Charges include all applicable Volume Discounts, Optimizer Discounts, Vision VIP Discounts and other discounts.

**EXHIBIT 66****Invoice Showing Tax Credit Charge back  
and Revenue Not Reported to Agent**

Charge back of \$ 7, 210.60 was  
Applied to Agent Commissions  
Improperly Deducted were \$ 242.15 in  
Taxes, a \$ 25 Feature Charge and Taxes for at least the following  
month's usage.

The Commission Report included the Charge back for this billing  
month but For N0913462 and  
N091346, which appeared on the Customer's Invoice and was due to  
Agent.

This raises the of other  
Customer Credits which similarly involve Improper Deductions and  
Revenue Omissions.

**including \$ 44.88 in Taxes was Improperly Deducted from  
Customer Robert Boissoneault.**

**January 1996 Commissions; a charge back of \$ 1,000 For  
\$904.98 and from  
Agent Commissions For Customer Theresa Karam.**

For  
\$ 60.05 in Taxes was Improperly Deducted from  
PART

January 1996 Commissions; a charge back of \$ 246.61  
including and  
from Agent Commissions For Customer Sarfraz Habibi.

## Even Manual Commission True Ups

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**\$ 62.94 in Taxes that were Improperly Deducted  
from Agent April 95 Commissions For Customer 8618168141**

**March 1996 Manual True Up; a Charge back For \$555.25  
included \$ 20.93 in Taxes that were Improperly Deducted  
from Agent April 95 Commissions For Customer 8618168141**

### **Cases:**

**March 1996 Manual True Up; a Charge back For \$ 632.66  
included \$ 71.43 in Taxes that were Improperly Deducted  
from Agent August 95 Commissions For Customer  
8621464531**

## Even Manual Commission True Ups

**March 1996 Manual True Up; a Charge back For \$ 226.76**  
**included \$ 23.63 in Taxes that were Improperly Deducted**  
**from Agent June 95 Commissions For Customer**  
**862146567**

**March 1996 Manual True Up; a Charge back For \$781.05**  
**included \$ 25.24 in Taxes that were Improperly Deducted from**  
**Agent September 95 Commissions For Customer 8621465121**

**Case:**

**March 1996 Manual True Up; a Charge back For \$ 693.06**  
**included \$ 25.24 in Taxes that were Improperly Deducted**  
**from Agent June 95 Commissions For Customer**  
**8619322894**



## Even Manual Commission True Ups

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**\$ 29.91 in Taxes that were Improperly Deducted**  
**from Agent July 95 Commissions For Customer 8620403823**

**Case:**  
**March 1996 Manual True Up; a Charge back For \$ 548.46**  
**included**  
**from Agent July 95 Commissions For Customer 8622471273**

**Case:**  
**March 1996 Manual True Up; a Charge back For \$ 975.02**  
**included \$ 109.44 in Taxes that were Improperly Deducted from**  
**Agent August 95 Commissions For Customer 8621916360**